Quarterly Summary of Provider Complaints Fisrt Quarter 2013

AGP	AMERIGROUP Tennessee, Inc.		
Provider Type		MCO BHO Action	Count
Hospital-M		Reversed	2
Hospital-M		Partial	1
Other (requires Description)		Denial Upheld	1
Other (requires Description)		Partial	1
Other (requires Description)		Upheld	2
Physician-Medical			1
Physician-Medical		Questions Answered	1
Physician-Medical		Reversed	12
Rehab		Denial Upheld	1
	Т	otal for the Quarter:	22
AGP-MA	AMERIGROUP Tennessee, Inc. Me	dicare Advantage Plan	
Provider Type		MCO BHO Action	Count
Other (requires Description	n)	Denial Upheld	1
Physician-Medical		Denial Upheld	2
	Т	otal for the Quarter:	3
Delta	Delta Dental of Tennessee		
Provider Type		MCO BHO Action	Count
Dental		Denial Upheld	1
Dental		Upheld	1
	Т	otal for the Quarter:	2
Not TennCare	Not a TennCare Plan		
Provider Type		MCO BHO Action	Count
Hospital-M		MCC not TennCare	3
	Т	otal for the Quarter:	3
UPRV	UnitedHealthcare Plan of the River Valley, Inc.		
Provider Type		MCO BHO Action	Count
Dental		Reversed	1

DME (Durable Medical Equipment)	Resolved	1
Hospital-M		1
Hospital-M	Denial Upheld	16
Hospital-M	Partial	3
Hospital-M	Questions Answered	1
Hospital-M	Reversed	13
Optometrist	Reversed	1
Other (Health Insititute)	Reversed	1
Other (requires Description)	Questions Answered	1
Other (requires Description)	Reversed	3
Physician-Medical	Denial Upheld	13
Physician-Medical	None Needed	1
Physician-Medical	Questions Answered	2
Physician-Medical	Resolved	1
Physician-Medical	Reversed	22
Transportation	Reversed	1
	Total for the Quarter:	82
UPRV-MA Non T	ennCare HMO	
UPRV-MA Non T Provider Type	ennCare HMO MCO BHO Action	Count
0.11.		Count 1
Provider Type	MCO BHO Action	
Provider Type Hospital-M	MCO BHO Action Reversed	1
Provider Type Hospital-M Hospital-M	MCO BHO Action Reversed Denial Upheld	1 17
Provider Type Hospital-M Hospital-M Other (requires Description)	MCO BHO Action Reversed Denial Upheld Reversed	1 17 1
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical	MCO BHO Action Reversed Denial Upheld Reversed Reversed	1 17 1 1
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld	1 17 1 1 3
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld Total for the Quarter:	1 17 1 1 3
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical VSHP Volum	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld Total for the Quarter:	1 17 1 1 3 23
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical VSHP Volunt Provider Type	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld Total for the Quarter: teer State Health Plan, Inc. MCO BHO Action	1 17 1 1 3 23
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical VSHP Volunt Provider Type Hospital-M	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld Total for the Quarter: teer State Health Plan, Inc. MCO BHO Action Denial Upheld	1 17 1 1 3 23 Count
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical VSHP Volunt Provider Type Hospital-M Hospital-M	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld Total for the Quarter: teer State Health Plan, Inc. MCO BHO Action Denial Upheld Resolved	1 17 1 1 3 23 Count 4 1
Provider Type Hospital-M Hospital-M Other (requires Description) Physician-Medical Physician-Medical VSHP Volunt Provider Type Hospital-M Hospital-M Hospital-M	MCO BHO Action Reversed Denial Upheld Reversed Reversed Denial Upheld Total for the Quarter: teer State Health Plan, Inc. MCO BHO Action Denial Upheld Resolved Reversed	1 17 1 1 3 23 Count 4 1 5

	Grand Total for the Quarter	150
	Total for the Quarte	er: 15
Physician-Medical	Partial	1
Physician-Medical	None Needed	1
Physician-Medical	Denial Upheld	1